



## **Filing Receipt**

**Filing Date - 2025-01-27 02:00:58 PM**

**Control Number - 56001**

**Item Number - 171**



## Lipan Telephone Company, Inc.

### STATEMENT OF ATTESTATION

STATE OF OKLAHOMA §

COUNTY OF COMANCHE §

I, Misti Lindner, the attestator, sign my name to this instrument this 27<sup>th</sup> day of January 2025, being a duly authorized signatory of Lipan Telephone Company, Inc., do hereby declare and affirm that the attached report titled Telephone Quality of Service Report, filed in Project No. 56001 for Lipan Telephone Company, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.

Misti Lindner  
Signature

Misti Lindner  
Typed Name

Regulatory Compliance Manager  
Title

January 27, 2025  
Date

[www.hilliary.com](http://www.hilliary.com)

P. O. Box 105, Lawton, OK 73502 • Office: 580-529-5000 • Fax: 580-529-5226

PROJECT NO. 56001

UTILITY: LIPAN TELEPHONE COMPANY, INC.

QUARTER ENDING: December 31, 2024

**TELEPHONE QUALITY OF SERVICE REPORT**

|   |                  | <u>REPORT MONTHS</u> |            |            |
|---|------------------|----------------------|------------|------------|
|   | <u>Objective</u> | <u>OCT</u>           | <u>NOV</u> | <u>DEC</u> |
| <b><u>SERVICE ORDERS *</u></b>  |                  |                      |            |            |
| % Regular orders completed in 5 working days  | 90%              | 100%                 | 100%       | 100%       |
| % Primary orders completed in 5 working days  | 95%              | 100%                 | 100%       | 100%       |
| % Installation commitments met  | 90%              | 100%                 | 100%       | 100%       |
| All Orders Completed in 30 days   | 99%              | 100%                 | 100%       | 100%       |
| All Orders Completed in 90 days   | 100%             | 100%                 | 100%       | 100%       |
| <b><u>ANSWER TIME</u></b>   |                  |                      |            |            |
| Toll & Assistance ("0") answer time (Operator Services)<br>Average answer time in seconds (or 85% within ten seconds) | 85%              | 100%                 | 100%       | 100%       |
| Directory assistance answer time*<br>Average answer time in seconds (or 85% within ten seconds)                       | 85%              | 100%                 | 100%       | 100%       |
| Repair service answer time<br>Average answer time in seconds (or 90% within twenty seconds)                           | 90%              | 100%                 | 100%       | 100%       |
| <b><u>TROUBLE REPORTS</u></b>   |                  |                      |            |            |
| Customer trouble reports per 100 access lines   | 3.0 or 6.0       | 0.36                 | 0.36       | 0.73       |
| % of out of service reports cleared in 8 working hours  | 90%              | 100%                 | 100%       | 99%        |
| % Repeated trouble reports  | 22%              | 0%                   | 0%         | 0%         |

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